Candidate Information

Position: Analyst Programmer
School/Department: Administration Support
Reference: 19/108014
Closing Date: Friday 3 January 2020
Salary: £33,797 to £40,322 per annum
Anticipated Interview Date: Tuesday 14 January 2020

JOB PURPOSE:

To assist in the implementation, development, administration and support of the University's research support systems and to provide programming and IT advice to the administrative research community.

MAJOR DUTIES:

1. Work as part of a team to identify, develop and implement research computer systems and solutions to support the University's research objectives.
2. Use appropriate technologies and applications to ensure the continuity, performance and security of the University's central research systems – Pure (Research Information System), RGD (Research Grants Database for awards management), RAS (Research Application System) and pFACT/Black Dackel (project costing applications).
3. Assist researchers to specify, develop and run applications in support of research projects.
4. Assist researchers with technical content of grant proposals.
5. Work within teams – which may be cross-functional - to ensure the delivery of a high quality, integrated set of services to users. Lead teams engaged in projects as required.
6. Adopt a proactive approach to the identification of opportunities for service enhancements to meet the needs of colleagues and end users within the research community.
7. Adopt a proactive approach to the identification and resolution of potential problem areas.
8. Ensure the effective maintenance of information and documentation, e.g. systems specifications, disaster recovery plans, maintenance schedules and computer programs for research systems.
9. Maintain an awareness of relevant University strategies and plans for research.
10. Liaise with suppliers in the specification, installation, support and maintenance of research computer systems.
11. Present reports and results to inform decision making within the areas research support.
12. Provide specialist/professional advice, information and assistance to users to resolve problems and to maximise service quality, efficiency and continuity.
13. Carry out any other duties which are appropriate to the post as may be reasonably requested by senior management.

Planning and Organising:

1. Plan own work over the short to medium term with an awareness of longer-term issues, in response to manager's general instructions.
2. Contribute to the planning and organisation of service changes with regard to their impact on the business of the University.
3. Develop appropriate work schedules in order to meet targets and/or turnaround times.

Resource Management Responsibilities:

1. Monitor the performance and use of research systems and take appropriate measures to ensure effective and efficient utilisation of these systems.
2. Become familiar with new and existing technologies that might have an impact on research within the University.
3. Assume delegated responsibilities as appropriate.

Internal and External Relationships:

1. Attend internal and external meetings to ensure that relevant issues are appropriately represented and reported.
2. Liaise with key contacts to ensure appropriate integration, collaboration and understanding.
3. Liaise with external suppliers, consultants and other third parties.

ESSENTIAL CRITERIA:
1. Honours or higher degree (or equivalent qualification) with a demonstrated significant programming component OR evidence of substantial professional experience in the computing industry.
2. A minimum of 3 years' recent proven experience working in a computing environment in a role that involves systems support, program development and user support for web-based, database driven applications.
3. Experience of systems administration in recent Windows or Linux environments.
4. Experience in working with users to analyse computing requirements and assist with implementing a solution.
5. Experience in application development using one or more of: PHP, Javascript, C#, python, Perl, Java.
6. Ability to communicate technical information with clarity and effectiveness to a variety of different audiences.
7. Good communication skills, both oral and written.
8. Effective interpersonal skills.
9. Must be willing to work outside normal office hours on occasional basis and provide cover as requested during critical periods.

DESIRABLE CRITERIA:
1. 2.1 (or higher) honours degree in Computer Science or a related discipline.
2. Experience of working within the HE Sector.
3. Experience of liaising with third parties to ensure the effective operation of support contracts.
4. Experience of providing training in either large or small groups.
5. Knowledge of the issues surrounding research data and handling of sensitive data.
6. Knowledge of Docker/Kubernetes/Rancher
7. Experience of Active Directory authentication integration
8. Knowledge of Git/Github/Gitlab including system setup
9. Experience of SSL/TLS configuration (and knowledge of best practices)
10. Experience of installing and configuring Apache/Tomcat/IIS/Nginx.
11. Knowledge of underlying network infrastructure – switches, DNS, DCP, subnets, firewalls.
12. Knowledge of installation and configuration of Virtual environments.